

Online Registration

To avail the GSO Online services, the Business Partner MUST first 'register' by visiting the GSO Online services portal <https://www.tecom-online.ae/>

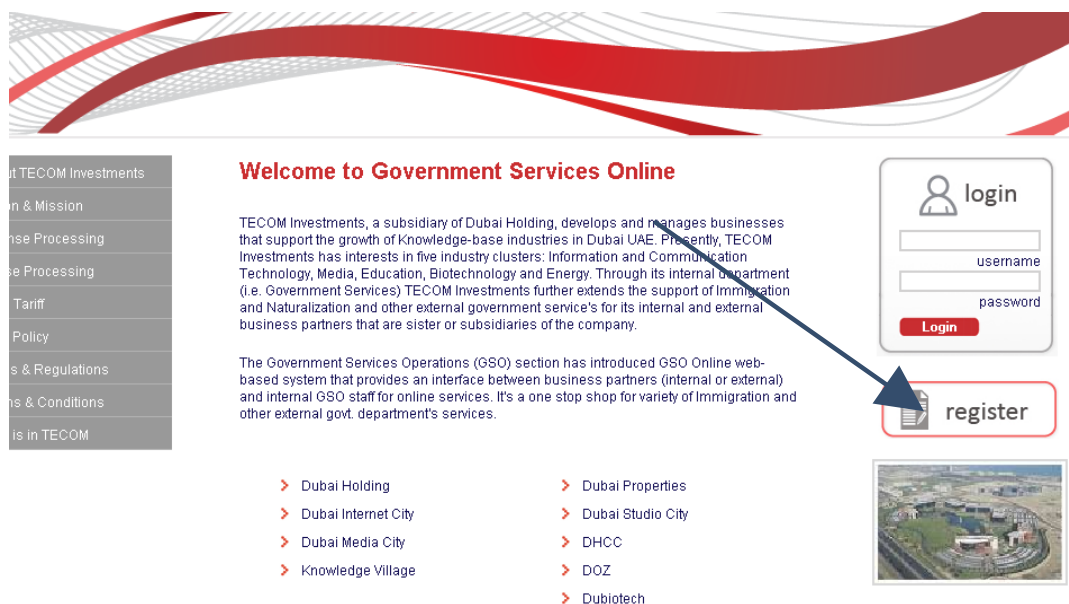


Figure 1

Registering for GSO Online Services

Steps

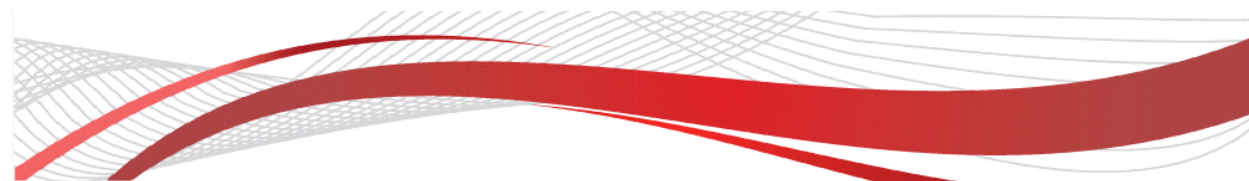
1. Click "Register" button.
2. Read the "GSO Online Registration Terms and Conditions" page. If the user "agrees" to the terms and conditions, a "Request for Online Registration" form will displayed, which the user is required to fill and submit.

Request for Online Registration

Company Name	Trade License Number
<input type="text"/>	<input type="text"/>
Trade License Expiry Date (dd-MON-yyy)	
<input type="text"/>	
Contact Number(Office)	Contact Number(Mobile)
<input type="text"/>	<input type="text"/>
Email Address	
<input type="text"/>	
I hereby authorize Mr./Ms. <input type="text"/> as Administrator for the GSO Online Services. Kindly arrange to create a User ID and Password and send us the same through to the above mentioned email ID.	
Name of Manager In charge (Licensee)	
<input type="text"/>	
<input type="submit" value="Submit"/>	<input type="text" value="mandatory fields"/>

Figure 2

3. On completing the above form and clicking submit , you will be allotted a registration number
4. Download the registration form and once signed by the licensee, submit the original registration form to any of the GSO business counters.



[Home >](#)

Request for On Line Registration

Your request with registration number: **2049** to create an account for your company has been sent for GSO Administrator for approval. You will be notified by an email that will mention how to access the GSO Online services

[Click here](#) to print the registration form that you need get it signed by licensee and submit GSO's Business counter.

Figure 3

5. After getting the signed registration form, the GSO Online Administrator creates a client online administrator (super user) account and sends a notification to the Business Partner on the email address provided within the registration form.

The client administrator can conduct the entire GSO online transactions through his/her credentials.

The administrator can also create its own users for the following roles:

- Data entry
- Approval
- Enquiry

User Creation

When a company is registered, the GSO Online Administrator creates one Administrator (super user) account for the client company. The client administrator can create its own users in any of the above-mentioned three roles. This gives the client better control over the GSO Online system.

Steps

1. Log in through the administrator (super user) account and click the "User Management", on the bottom left of the screen.

Service Request Enquiry	Features The scope of this manual includes the following features and functionalities that are discussed in the in the document. <ul style="list-style-type: none"> • User Registration • Data Entry User Completes the Service Request form. • Data Entry User searches and completes Employment Visa Service Request Form. • Approval User completes new Employment Visa Service Request Form. • Completing Payment for Employment Visa Service Request for External Client. • Saving Employment Visa Service Request form in the System.
Schedule/Reschedule Medical Appointment (A)	
Reprint Medical Appointment (A)	
User Management	



Figure 4

2. Click the Create New User button on the next screen



Figure 5

Data Entry User Creation

The data entry user is responsible for creating requests for the approval user. Data entry user can search for the requests returned for correction, edit the same and make it available for the approval user.

In figure 5, an "Administrator (super user)" enters the user information for a data entry user providing login name and password. In the bottom, there is a grid, showing functionalities in the rows and user roles in columns that are assigned to the created user. Here the administrator (super user) will carefully give the appropriate rights to the user. For example, in Figure 6, the "Employment Visa Entry Permit" data entry privilege is given to the user.

A single user can have multiple rights/roles for multiple services as well, but this is up to the client company requirements.



GSO Client Users Management - Create New User

User Login:	<input type="text"/>	Users Email ID:	<input type="text"/>
Password:	<input type="password"/>	Confirm Password:	<input type="password"/>
First Name:	<input type="text"/>	Last Name:	<input type="text"/>
Description:	<input type="text"/>		

	Enquiry	Data Entry	Approval
Employment Visa Entry Permit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee arrival Intimation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment Release Transfer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visit Visa	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Student Arrival Intimation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Student Release Transfer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment Residence Renewal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Student Residence Renewal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visa Cancellation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sponsor Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Top up Bank Guarantee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Top up Advanced Deposit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Update Attributes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Figure 6

Clicking submit after entering all the information, displays a success message to the user.



Confirm Message!

GSO Client Account created successfully, and All GSO Client Services added successfully, and e-mail was sent successfully.

Figure 7

Approval User Creation

Approval user has the following responsibilities:

- Creating new service requests online (optional)
- Review and approval of online pending service requests
- Payment of online service requests
- Top up advance deposit
- Top up bank guarantee
- Reschedule medical appointment
- Reprint medical appointment

When creating a approval user, give the following rights, as shown in figure 8, along with the user login information and press the submit button.

GSO Client Users Management - Create New User

User Login:	<input type="text"/>	Users Email ID:	<input type="text"/>
Password:	<input type="text"/>	Confirm Password:	<input type="text"/>
First Name:	<input type="text"/>	Last Name:	<input type="text"/>
Description:	<input type="text"/>		

	Enquiry	Data Entry	Approval
Employment Visa Entry Permit	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Employee arrival Intimation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Employment Release Transfer	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Visit Visa	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visit Visa Extension	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Student Visa	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Student Arrival Intimation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Student Release Transfer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment Residence Renewal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Student Residence Renewal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visa Cancellation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sponsor Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Top up Bank Guarantee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Top up Advanced Deposit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Update Attributes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Figure 8

Home Page

When a client user logs in to the application, the following screen appears.



The screenshot shows the GSO Online Home Page. At the top left is the TECOM INVESTMENTS logo with the tagline 'A member of DUBAI HOLDING'. To the right is a navigation bar with buttons for 'Home', 'Company Details', 'Visa Details', and 'Account'. Below the navigation bar, the date and time '15/05/2010 08:39 AM' and a 'Change Password' link are displayed. On the left side, there is a 'Main Menu' sidebar with a list of services: Employment Visa, Employee arrival Intimation, Employment Release Transfer (SI), Visit Visa, Student Visa, Student Arrival Intimation, Student Release Transfer (SI), and Employment Residence. The main content area features a 'Welcome to GSO Online!' message, followed by a paragraph about TECOM Investments and its services. Below this, there is a section titled 'Business objectives' with a bulleted list of goals.

Main Menu

- Employment Visa
- Employee arrival Intimation
- Employment Release Transfer (SI)
- Visit Visa
- Student Visa
- Student Arrival Intimation
- Student Release Transfer (SI)
- Employment Residence

Welcome to GSO Online!

TECOM Investments, a subsidiary of Dubai Holding, develops and manages businesses that support the growth of Knowledge-based industries in Dubai UAE. Presently, TECOM Investments has interests in five industry clusters: Information and Communication Technology, Media, Education, Biotechnology and Energy. Through its internal department (i.e. Government Services) TECOM Investments further extends the support of Immigration and Naturalization and other external government service's for its internal and external business partners that are sister or subsidiaries of the company.

The Government Services Operations (GSO) section has introduced GSO Online web-based system that provides an interface between business partners (internal or external) and internal GSO staff for online services. It's a one stop shop for variety of Immigration and external govt. department's services.

Business objectives

- Streamline all Immigration services online, to reduce timelines, queues, paperwork and provides flexibility for all partners.
- Provide an overview to all partners to view all their information online.
- Provide authorized access to all partner users.
- Provide another customer/partner channel for applying for immigration services.

Figure 9

Company Details

The "Company Details" panel on the top right of the window shows the details of the client company.

Main Menu	
Employment Visa	
Employee arrival Intimation	
Employment Release Transfer (SI)	
Visit Visa	
Employment Residence Renewal	
Visa Cancellation	
Sponsor Letters	
Update Attributes	
Top up Bank Guarantee	
Top up Advance Deposit	
Service Request Enquiry	
Schedule/Reschedule Medical Appointment (A)	
Reprint Medical Appointment (A)	

Company Details	
Company Name :	XYZ DUMMY FZ-LLC
Trade License No. :	999999
Personal Secondment Agreement Status(PSA) :	Yes

Company Address and Location	
Zone :	DIC
Location :	-
PO.BOX :	null
E-Mail ID :	ywww
Contact No :	+971 (06) 000

Trade License Details	
License No. :	999999
Issued Date :	01-JUL-2007
Expiry Date :	30-JUL-2008

Defaulter Status Details	
Global Defaulter :	null
GSO Defaulter :	Nu

Figure 10

Visa Details

“Visa Details” panel on the top right of the window shows the details of the client’s visa eligibility.

Main Menu	
Employment Visa	
Employee arrival Intimation	
Employment Release Transfer (SI)	
Visit Visa	
Student Visa	
Student Arrival Intimation	
Student Release Transfer (SI)	
Employment Residence Renewal	
Student Residence Renewal	
Visa Cancellation	
Sponsor Letters	
Update Attributes	
Top up Bank Guarantee	
Top up Advance Deposit	
Service Request Enquiry	
Schedule/Reschedule Medical Appointment (A)	
Reprint Medical Appointment (A)	
User Management	

Visa Details	
Employment Visa Details	
Total eligible Employment Visa :	2
Employment Visa Issued & In-progress Offline :	3
Online Employment Visa Pending :	1
Balance Employment Visa :	-2
Print Employment Visa Details	

Visit Visa Details	
Visit Visa allowed per month :	5
Visit Visa consumed this month :	0
Balance Visit Visa :	5
Total Visit Visa consumed :	4
Print Visit Visa Details	

Student Visa Details	
Student Visa Eligibility :	1500
Student Visa Issues & In Progress Offline :	1054
Online Student Visa Pending :	2
Balance Student Visa :	444
Print Student Visa Details	

Figure 11

Account Details

“Account Details” panel on the top right of the window shows the details of the client’s account details.

TECOM INVESTMENTS

A member of DUBAI HOLDING

[Home](#) | [Company Details](#) | [Visa Details](#) | [Account Details](#)

15/05/2010 02:30 PM | [Change Password](#)

Main Menu

- Employment Visa
- Employee arrival Intimation
- Employment Release Transfer (SI)
- Visit Visa
- Student Visa
- Student Arrival Intimation
- Student Release Transfer (SI)
- Employment Residence Renewal
- Student Residence Renewal
- Visa Cancellation
- Sponsor Letters
- Update Attributes
- Top up Bank Guarantee
- Top up Advance Deposit
- Service Request Enquiry
- Schedule/Reschedule Medical Appointment (A)
- Reprint Medical Appointment (A)
- User Management

Account Details

Advance Deposit Details

Advance Deposit Balance :	5505
Advance Deposit Consumed Online :	2250

[Print statement Advance Deposit](#)

[Print statement Smart Card](#)

Bank Guarantee Details

Bank Guarantee Paid :	50000
Bank Guarantee Balance :	2500
Online Bank Guarantee Consumed :	45000

Deposit Statement of Account :

Government Services Deposits Statement Of Account

Company Name :	BITS Pilani - Dubai Branch Campus
License Number :	18062
P.O.Box :	P.O. Box 5239
City :	Dubai

Attn: Chief Accountant

Statement Date: 15-May-2010 02:30 PM

Currency: AED

Statement Period:

From :	<input type="text"/>	<input type="button" value=""/>
To :	<input type="text"/>	<input type="button" value=""/>

Figure 12

Sanctions, Warnings and Special Approval

When a client user creates a service request, the system checks for sanctions and warnings. If the system finds a sanction or warning, then the request will be subject to special approval. The GSO manager has the right to 'accept', 'reject' or 'partially accept' the request, which is on his desk for special approval.

Following are the examples of sanctions and warnings:

Sanctions

A sanction is normally placed at a company level, i.e. if there is a sanction on the company, all the requests will go to GSO Manager for special approval. Here are the few sanctions that a company can face.

1. Trade License Expired
2. Establishment Card Expired
3. PSA(Personal Secondment Agreement) Not Signed
4. Insufficient Employment Visa Quota
5. Insufficient Bank Guarantee
6. Invalid Trade License Status
7. Registration and Licensing (R&L) sanctions
8. GSO Defaulter

Warnings

A warning is placed on a Service Request level. The warnings also lead to special approval. Sanctions and warnings both are forwarded to the GSO Manager and he/she decides whether to accept or reject the request. Here are the few warnings that can be imposed on a service request.

1. If AGE <18 or AGE>60
2. Passport validity is less than 6 months
3. Request to be submitted under additional visa quota (Special Approval is not required only in this case)
4. Record of the same type exists in the system (in this case, the system will not allow a user to create a request if a similar record already exists in the system)

Special Approval

If there is any sanction or warning on the service request, then it will be subject to special approval. In case the Service Request (SR) falls under additional visa quota, this warning does not qualify for special approval, if this is the only warning or sanction on the SR.

When a SR is submitted for special approval, the approval user adds comments and submits it to the GSO Manager. GSO manager can accept, reject and partially approve the request. A request can be partially approved only once, after that the request can either be accepted or rejected.

When a service request is approved by special approval then it goes back to approval user's desk. Then the approval user pays and forwards it to verifier user.

Service Request Process Flow

Two types of Service Requests (SR) can be created:

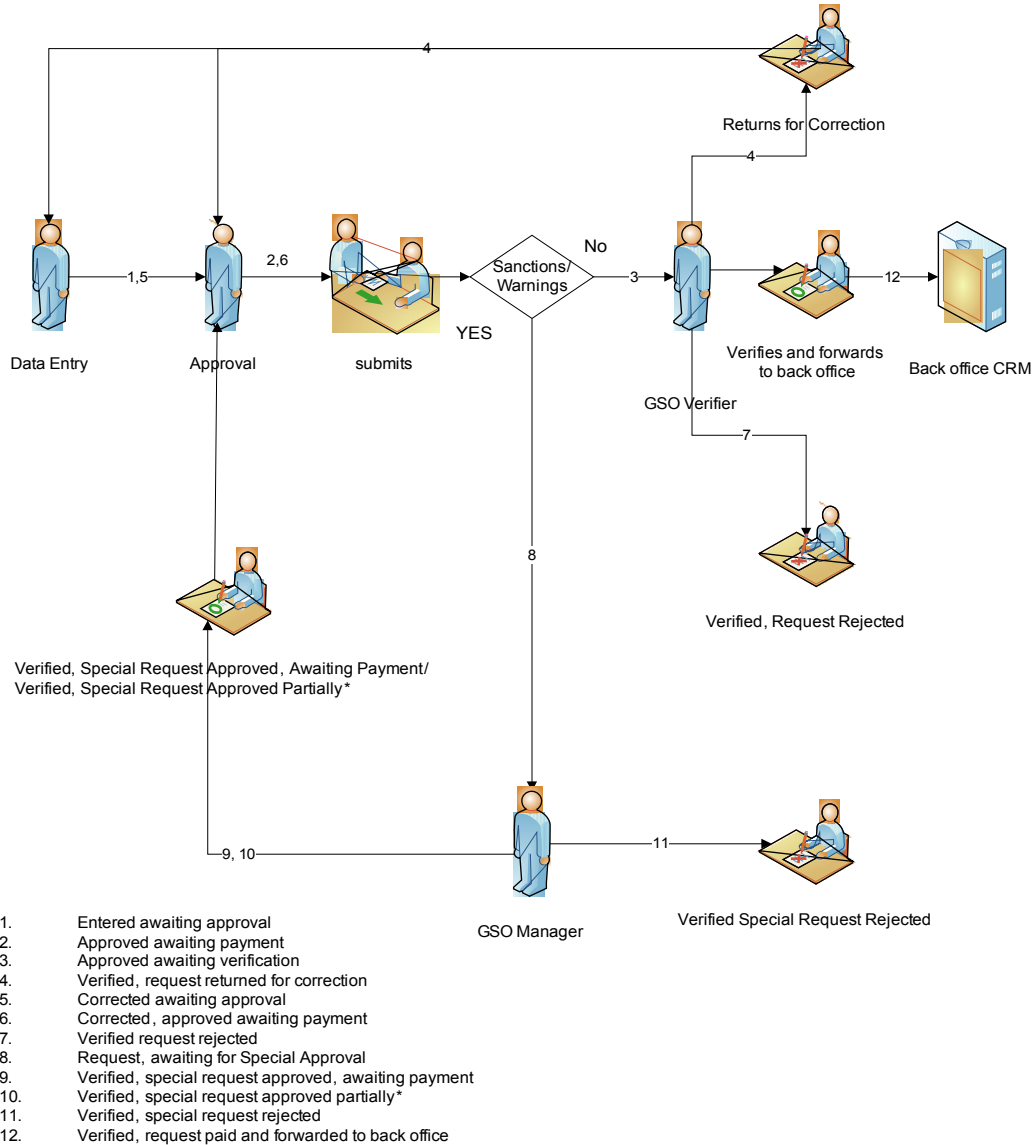
- SR created without sanctions and warnings
- SR created with sanctions/warnings for special approval

There are a maximum of four users involved during the above-mentioned processes. A service request goes to the desks of these users, which are created in the GSO online system. The final user is the GSO verifier who can verify the request and forward it to back office for processing.

These users are:

- Data entry user
- Approval user
- GSO Manager
- GSO Verifier

The status of the SRs changes when it moves from one user to another. The following diagram describes the status life cycle of a Service Request.



* A request can be partially rejected only once , after one partial approval gso manager can only approve or reject.

Figure 13: Status life cycle of a Service Request

Employment Visa Service

This section explains the tasks that can be performed by the GSO Online client users.

Data Entry User

Create New Request

1. Login with a valid login name and password for a data entry privilege
2. Click the link "Employment Visa"
3. On the dropdown click the link "Data Entry"



Figure 14

4. On the next screen, on the Data entry user menu, click "Create New Request".



Figure 15

5. If there are any sanctions on the company, it will be displayed here and if there are no sanctions then go to step 6.



Figure 16

6. 'Create new request' form opens. Fill in the correct data in the appropriate fields of the form and press "submit for approval" button.

Figure 17

7. Request saves successfully showing the service request number.



Confirm Message!

Employment Visa Entry Permit request has been successfully created.
Your Service Request Number is: **3521**

Figure 18

Approval User

Create New Request

1. Login with a valid login name and password for an approval user privilege
2. Click the link "Employment Visa"
3. On the dropdown click the link "Approver"



Figure 19

4. On the next screen, on the Approval user menu, click "Create New Request".



Figure 20

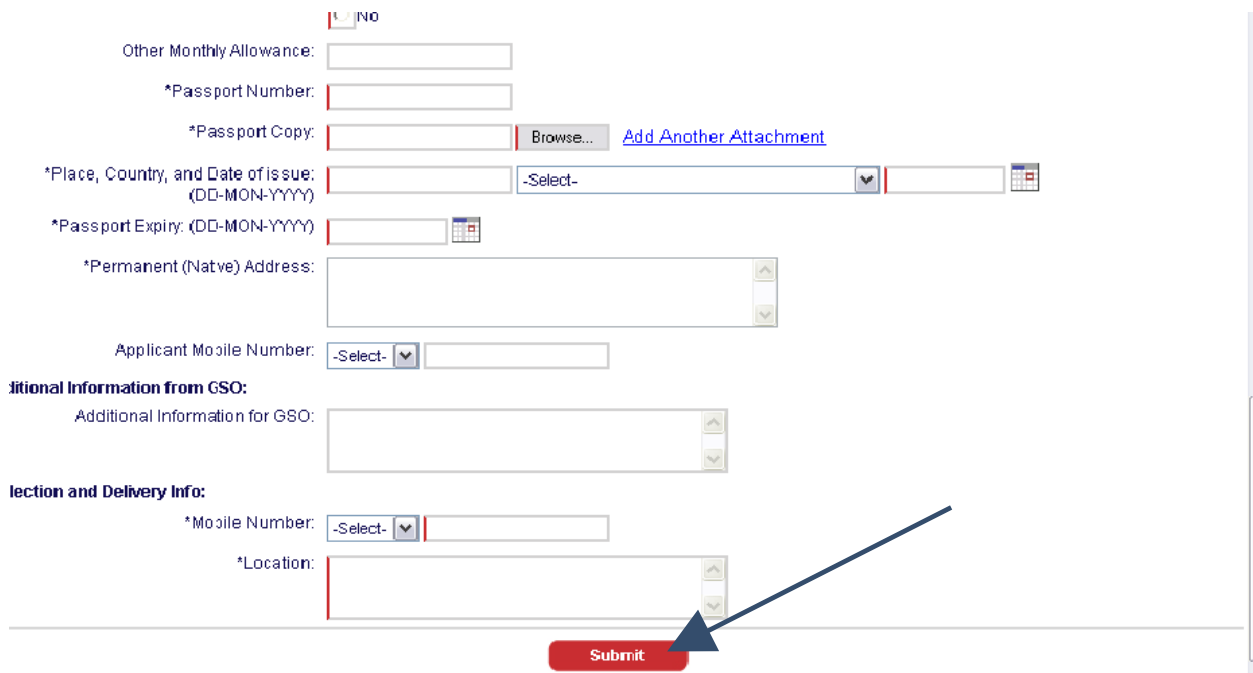
5. If there are any sanctions on the company, it will be displayed here. Click 'Yes' button to proceed.

If there are no sanctions then go to step 6.



Figure 21

6. 'Create new request' form opens. Fill in the correct data in the appropriate fields of the form and press "submit"



The form contains the following fields and elements:

- ☐ NO
- Other Monthly Allowance:
- *Passport Number:
- *Passport Copy: [Browse...](#) [Add Another Attachment](#)
- *Place, Country, and Date of issue: (DD-MON-YYYY)
- *Passport Expiry: (DD-MON-YYYY)
- *Permanent (Native) Address:
- Applicant Mobile Number:
- Additional Information from GSO:**
Additional Information for GSO:
- Location and Delivery Info:**
*Mobile Number:
- *Location:
-

Figure 22

7. If there are no sanctions or warnings for the service request, user will see Pay, Save and delete buttons.

Pay button gives the options for payment modes:

- Advance Deposit
- Smart Card

If company is internal business unit, the payment is done via debit memo and no option is displayed.

Save button saves the service request.

Delete button deletes the service request.

Payment method is discussed in detail in "Payment modes" section of this user manual.

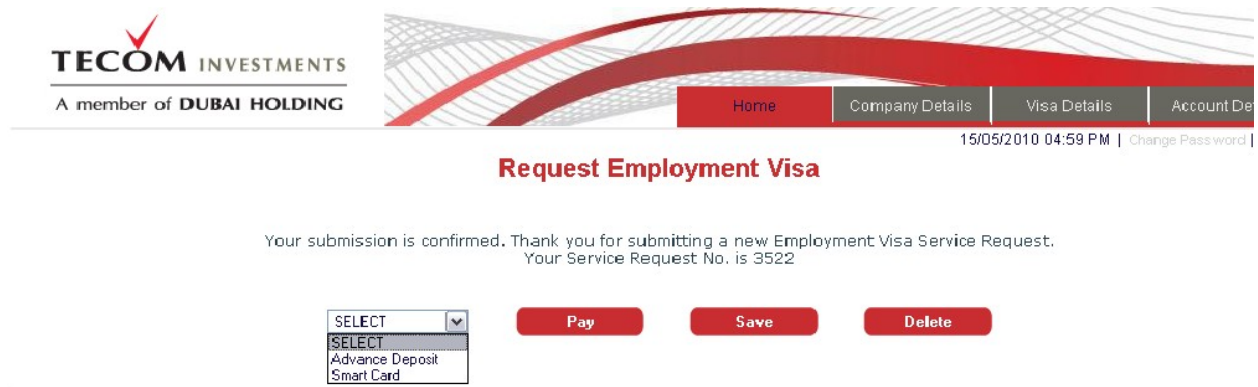


Figure 23

(If the advance deposit is insufficient for the service request, a **"Top up Advance Deposit"** button is displayed. The user will have to come back and open the service request via pending request after topping up the advance deposit amount in the system).

User selects the payment mode - Advanced Deposit - and a payment receipt is displayed to the user.

The system displays the receipt of the service request.



The screenshot displays the TECOM INVESTMENTS online client interface. The header includes the company logo and navigation links: Home, Company Details, Visa Details, and Account. The main content area shows a 'User Payment Reservation Request - Receipt' for a payment reservation. The receipt details include the company name (BITS Pilani - Dubai Branch Campus), payment type (Advanced Deposit Payment), payment reference number (7471), date (15-May-2010 05:04:47), service type (Employment Visa), charge description (Entry Permit - Residence Permit - Medical Check Up - ID Card), total amount (3000.00), deposit amount (5505.00), and current deposit balance (2505.00). A table at the bottom lists the reservation details for SR# 3522, applicant SAVOIU PIAOUS DHRMAN, passport # 888888, nationality Poland, charges 3000.00, and priority Entry Permit Normal - Residence Permit Normal.

TECOM INVESTMENTS
A member of DUBAI HOLDING

Home | Company Details | Visa Details | Account

15/05/2010 05:04 PM | [Change Password](#)

User Payment Reservation Request - Receipt

Payment has been reserved for the request. The payment reference is 7471.

Company Name BITS Pilani - Dubai Branch Campus

Payment Type Advanced Deposit Payment

Payment Ref. No. 7471

Date 15-May-2010 05:04:47

Service Type Employment Visa

Charge Description Entry Permit - Residence Permit - Medical Check Up - ID Card

Total Amount 3000.00

Deposit Amount 5505.00

Current Deposit Balance 2505.00

SR#	Applicant Name	Passport #	Nationality	Charges	Priority
3522	SAVOIU PIAOUS DHRMAN	888888	Poland	3000.00	Entry Permit Normal - Residence Permit Normal

Figure 24

Request is created successfully and forwarded to GSO verifier when there are no sanctions or warnings.

8. If there are any warnings for the service request, the same is displayed; otherwise this page will not be displayed. Click 'Yes' button to proceed.



Sanction
Request will be submitted under Additional Visa Quota

Do you want to proceed?

Yes

No

Figure 25

9. On the next screen, the system displays, if the request falls under special approval. If it does, a special approval button is displayed.

Save button saves the changes to the request and gives a SR No. to the request

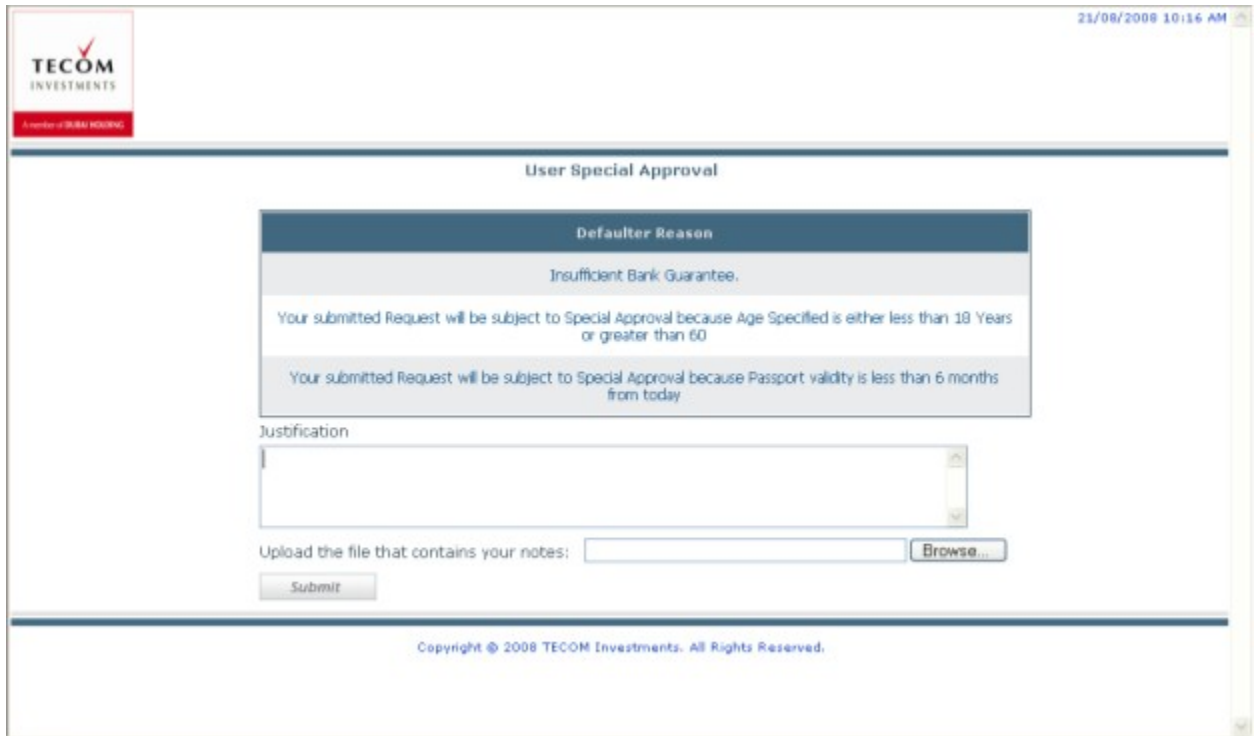
Delete button sets the status as request deleted by the user

Top-up Bank Guarantee button shows up only when the company is under the sanction "Insufficient bank guarantee". If there is sufficient bank guarantee the system does not show this button.



Figure 26

10. Clicking on the special approval button will display all the sanctions and warnings. Enter justification and press the submit button.



The screenshot shows a web application interface for "User Special Approval". In the top left corner is the TECOM INVESTMENTS logo with the tagline "A member of DUBAI HOLDING". The top right corner displays the date and time "21/08/2008 10:16 AM". The main heading is "User Special Approval". Below this, a box titled "Defaulter Reason" contains two messages: "Insufficient Bank Guarantee." and "Your submitted Request will be subject to Special Approval because Age Specified is either less than 18 Years or greater than 60". Below this box is a "Justification" text area. At the bottom, there is a label "Upload the file that contains your notes:" followed by a file input field and a "Browse..." button. A "Submit" button is located below the justification text area. The footer contains the text "Copyright © 2008 TECOM Investments. All Rights Reserved."

Figure 27

11. System shows the confirmation message along with the service request number that the request is submitted for special approval.



Figure 28

12. Click Home on the top right of the screen to go back to home page.

Open Pending Request

Approval user can open requests that are pending at his desk. To open pending request perform the following steps.

1. Login with a valid login name and password for an approval user
2. Click the link "Employment Visa"
3. On the next screen click the link "Approver"



Figure 28

4. On the next screen, under Approval user menu, click "Pending Request(s)".



Figure 29

5. If there are any sanctions on the company, it will be displayed here. Click 'Yes' button to proceed.



Figure 30

6. The system then shows a list of pending requests in the system.



Figure 31

7. Click on the desired pending request. If there are any sanctions or warnings on the service request, it will be shown again. Click 'Yes' to proceed.

Note: In step 5, the sanctions were at the company level. Here the sanctions and warnings displayed are on the service request level. If there are no sanctions/warnings or the service request is in any of the following status modes such as verified/special request approved/ awaiting payment, then service request opens in edit mode.

Note: If there is only one request in the pending list, and user clicks on the pending request link in step 5, the system will not display the pending list but will open that request directly.

If there are any sanctions at company level as well as at service request level, both sanctions/warnings will be displayed separate.

8. Service request form opens for editing, approval and submission. The rest of the process is similar to step 7 of 'Approver creates the service request'.

☐ YES
 ☐ NO

Other Monthly Allowance:

*Passport Number:

*Passport Copy: Browse... [Add Another Attachment](#)

*Place, Country, and Date of issue: -Select- ▼ 📅

*Passport Expiry: (DD-MON-YYYY) 📅

*Permanent (Native) Address:

Applicant Mobile Number: -Select- ▼

Additional Information from GSO:

Additional Information for GSO:

Location and Delivery Info:

*Mobile Number: -Select- ▼

*Location:

Submit

Figure 32

Enquiry User

Via enquiry privilege, user can search for SRs, to know the history and status of service requests. The user can view the entire transaction history of the service requests through this responsibility.

Search for a request

1. Login with a user who has enquiry rights.
2. Click the link "Employment Visa"
3. Click on the link "Enquiry"



Figure 33

4. On the next screen, enter the service request number you wish to enquire and click search button.



User Search Page

Enter required inputs and click on search to retrieve an existing request.
Click on Advance Search if you wish to retrieve the requests using other criteria.
However advance search may take more time than normal search.

Request Number:

[Advanced Search](#)

Figure 34

5. The request is opened in read only mode, displaying all the information.



TECOM INVESTMENTS
A member of DUBAI HOLDING

Home Company Details Visa Details Account

16/05/2010 06:27 PM | [Change Password](#)

User Employment Visa - Enquiry

Priority:	- Entry Permit - Normal - Residence Permit - Normal
Is the person for whom this entry permit is requested in the UAE now?	No
The person to whom this entry permit is required willing to do the Local Amendment?	No
Medical Check up is Mandatory to process residence Visa, do you need to process same through GSO?	Yes
Do you want applicant to be the Representative (PRO) of your Company?	No
Do you want to process e-Gate card?	No
Full Name (As Per Passport) including surname:	Mr. ASHRAF MOHAMMED BASHEER Photo
Marital Status:	Married
Qualifications (copy of the certificate required):	
Languages Spoken:	English
Job Title:	ACTOR
Basic Monthly Salary (AED):	900000
Accommodation Provided? (enter monthly allowance if any):	NA
Transport Provided? (enter monthly allowance if any):	NA
Other Monthly Allowance:	NA

Figure 35

Enquiry using Advance Search Option

Enquiry user can also search for a request using Advanced Search option.

1. Login with a username that has enquiry rights
2. Click the link "Employment Visa"
3. Click on the link "Enquiry"



Figure 36

- On the next screen, click Advance Search link

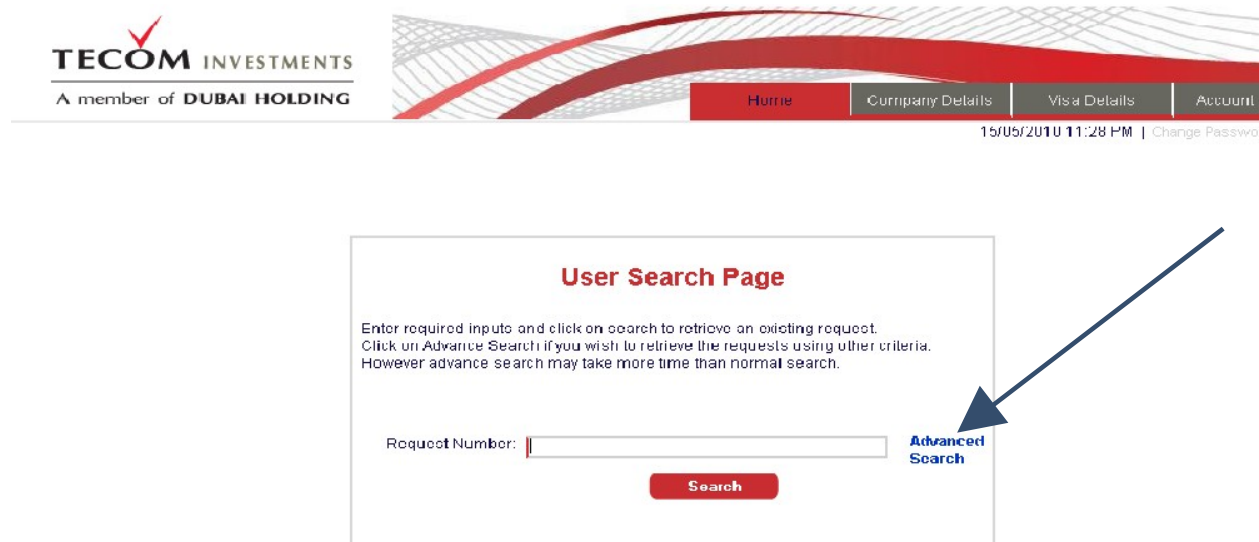


Figure 37

5. Enter your search criteria and click search button. All the requests matching your criteria will be listed.



User Search Page

Applicant Name:
(Full or Partial)

Passport Number:
(Full or Partial)

Date of Birth:
(DD-MON-YYYY)

Job Title:
-Select-

Application Status:
ALL

[Normal Search](#)

Figure 38



User Advanced Search Result

Service No	Full Name	Passport No	Nationality	Job Title	Date Of Birth	Description
3521	UUU UUU UUU	888888	Uganda	ACTOR	12-Jun-1976	Entered Awaiting Approval
3522	SAVOIU PIAOUS DHRMAN	888888	Poland	ACTOR	12-Jun-1962	Approved, Awaiting Verification
3523	ASHRAF MOHAMMED BASH...	7676767676	Denmark	ACTOR	12-Jun-1978	Approved, Awaiting Payment

3 Records Found. Page 1


Export Options : Excel 

Figure 39

6. Click on the desired request to open the request for enquiry. If there is only one request that matches your search criteria then the request will open in read only mode without showing the advanced search result list.
7. The request opens in read only mode, displaying all the information.



TECOM INVESTMENTS
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Home Company Details Visa Details Account

16/06/2010 06:27 PM | Change Password

User Employment Visa - Enquiry

Priority:	- Entry Permit - Normal - Residence Permit - Normal
Is the person for whom this entry permit is requested in the UAE now?	No
The person to whom this entry permit is required willing to do the Local Amendment?	No
Medical Check up is Mandatory to process residence Visa, do you need to process same through GSO?	Yes
Do you want applicant to be the Representative (PRO) of your Company?	No
Do you want to process e-Gate card?	No
Full Name (As Per Passport) including surname:	Mr. ASHRAF MOHAMMED BASHEER Photo
Marital Status:	Married
Qualifications (copy of the certificate required):	
Languages Spoken:	English
Job Title:	ACTOR
Basic Monthly Salary (AED):	900000
Accommodation Provided? (enter monthly allowance if any):	NA
Transport Provided? (enter monthly allowance if any):	NA
Other Monthly Allowance:	NA

Figure 40

8. Click on home page icon to go to the main page.

Employee Release Transfer Service

This section explains the tasks that can be performed by the GSO online client users.

Data Entry User

Create New Request

1. Login with a valid login name and password for data entry privilege
2. Click the link "Employment Release Transfer"
3. On the next screen click the link "Data Entry"



Figure 5

4. On the next screen, on the Data entry user menu, click "Create New Employee Release Transfer Request".



Figure 6

5. If there are any sanctions on the company, it will be displayed and if there are no sanctions then go to step 6.



Figure 7

6. New Release Transfer request form opens. Fill in the fields of the form and click "submit for approval" button.

7. Request saves successfully showing the service request number.
8. An email is sent to the approval user to inform that GSO-online release transfer data entry is completed and is now pending for Approval and Payment.



Confirm Message!

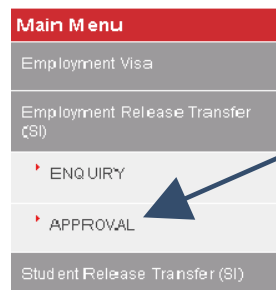
Your submission is confirmed. Thank-You for submitting a new Employee Release Transfer Request.
Your Online Request No. is: 3532

Figure 9

Approval User

Create New Request

1. Login with the valid login name and password of an approval user with privilege for 'Employment Release Transfer'.
2. Click the link "Employment Release Transfer "
3. On the next screen click the link "Approver"



Welcome to GSO Online!

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The Government Services Operations (GSO) section has introduced GSO Online web-based system that provides an interface for business partners (internal or external) and internal GSO staff for online services. It's a one stop shop for variety of Immigration and external govt. department's services.

Figure 10

- On the next screen, on the Approval user menu, click "Create New Employee Release Transfer Request".



Figure 11

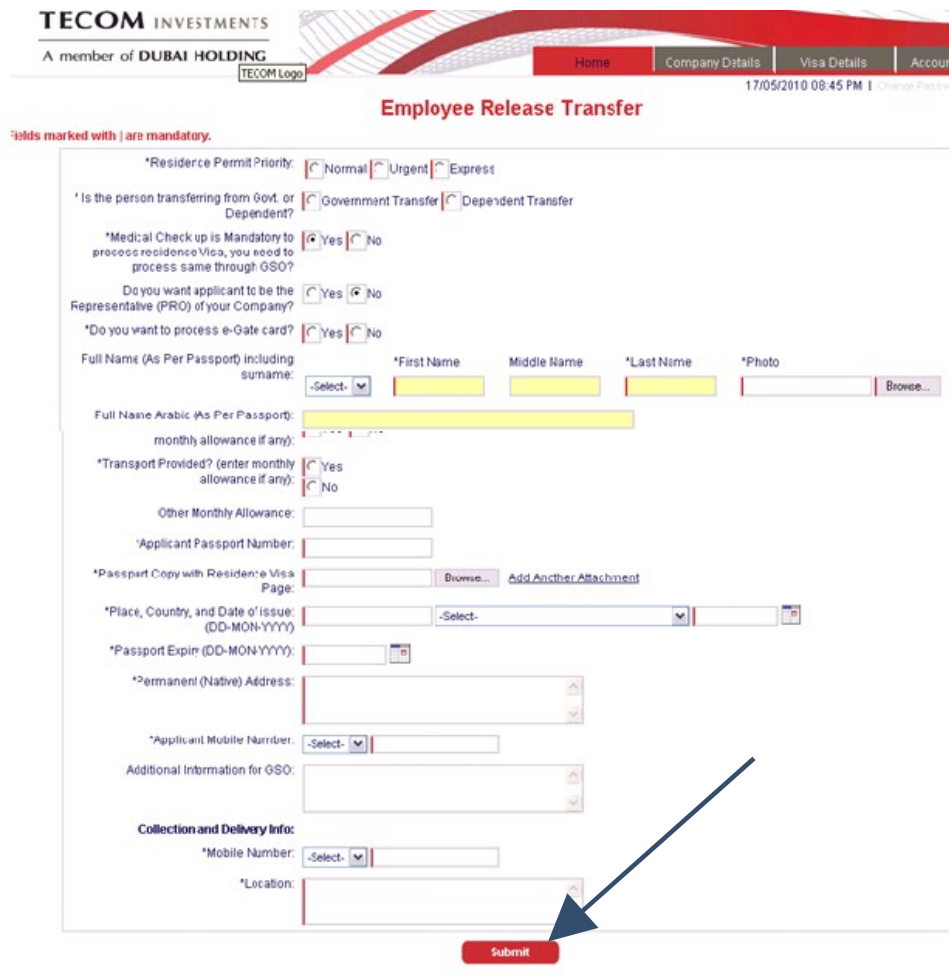
- If there are any sanctions on the company, it will be displayed here. Click 'Yes' button to proceed.

If there are no sanctions then go to step 6.



Figure 12

6. New request form opens; fill in the fields of the form and click "submit" button.



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Home Company Details Visa Details Account

17/05/2010 08:45 PM | Logout Page

Employee Release Transfer

*Fields marked with * are mandatory.

*Residence Permit Priority: ☐ Normal ☐ Urgent ☐ Express

*Is the person transferring from Govt. or Dependent? ☐ Government Transfer ☐ Dependent Transfer

*Medical Check up is Mandatory to process residence Visa, you need to process same through GSO? ☒ Yes ☐ No

Do you want applicant to be the Representative (PRO) of your Company? ☐ Yes ☒ No

*Do you want to process e-Gate card? ☐ Yes ☒ No

Full Name (As Per Passport) including surname: *First Name Middle Name *Last Name *Photo Browse...

Full Name Arabic (As Per Passport):

monthly allowance if any:

*Transport Provided? (enter monthly allowance if any): ☐ Yes ☒ No

Other Monthly Allowance:

*Applicant Passport Number:

*Passport Copy with Residence Visa Page: Browse... Add Another Attachment

*Place, Country, and Date of issue: (DD-MON-YYYY) -Select-

*Passport Expiry (DD-MON-YYYY):

*Permanent (Native) Address:

*Applicant Mobile Number: -Select-

Additional Information for GSO:

Collection and Delivery Info:

*Mobile Number: -Select-

*Location:

Submit

Figure 13

7. If there are no sanctions or warnings for the service request, the user sees pay, save and delete buttons.

Pay button gives the options for payment modes:

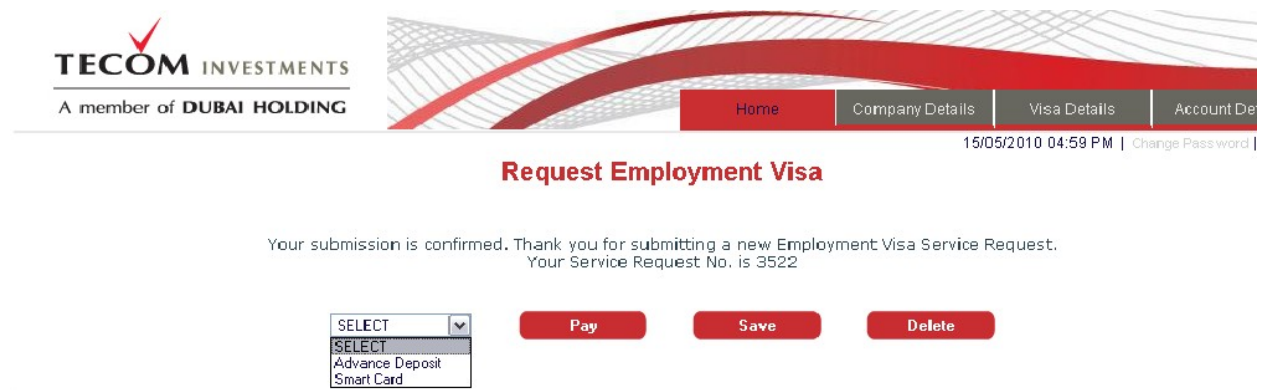
- Advance Deposit
- Smart Card

If company is internal business unit, the payment is done via debit memo and no option is displayed.

Save button saves the service request.

Delete button deletes the service request.

Payment method is discussed in detail in "Payment Modes" section of this user manual.



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Home Company Details Visa Details Account De

15/05/2010 04:59 PM | Change Password |

Request Employment Visa

Your submission is confirmed. Thank you for submitting a new Employment Visa Service Request.
Your Service Request No. is 3522

SELECT
SELECT
Advance Deposit
Smart Card

Pay Save Delete

Figure 14

If there is insufficient amount of advance deposit for the service request, a **"Top up Advance Deposit"** button is displayed.

The user will have to come back again to open the service request via pending request after topping up the advance deposit amount in the system.

User selects the payment mode advanced deposit and a payment receipt is displayed to the user

8. If there are any warnings for the service request, the same is displayed; otherwise this page will not be displayed. Click 'Yes' button to proceed.

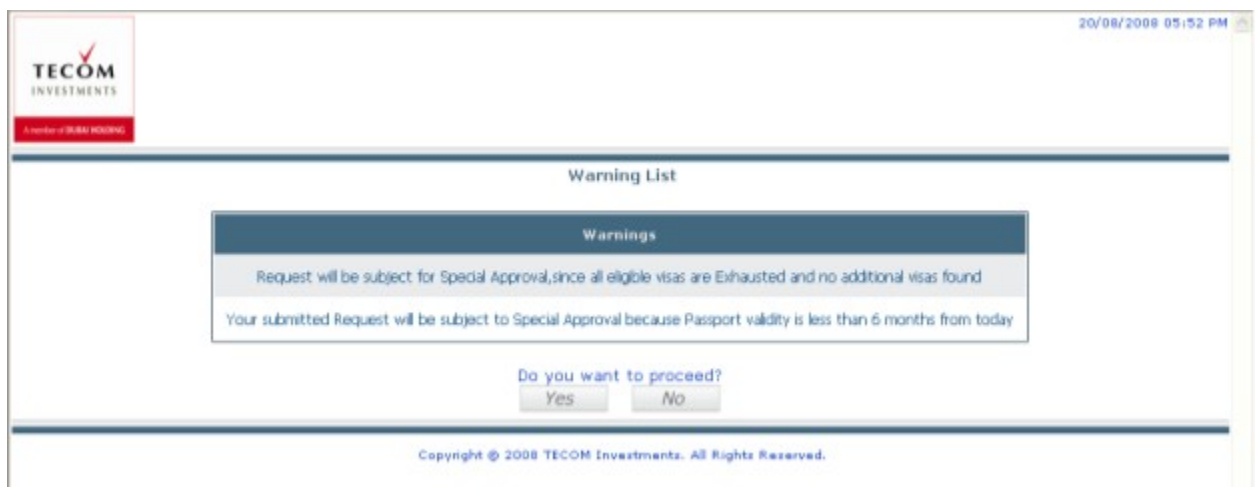


Figure 15

9. If the request falls under special approval, a special approval button is displayed.

Save button saves the changes to the request and gives a SR No. to the request.

Delete button sets the status as request deleted by the user.

Top-up Bank Guarantee button shows up only when the company is under the sanction "Insufficient bank guarantee", if there is sufficient bank guarantee the system does not show this button.



Figure 16

10. Click on the special approval button. The system displays all the sanctions and warnings as defaulter reasons. Enter justification and optionally attach any supporting documents and click the submit button.
11. System shows the confirmation message along with the service request number that the request is submitted for special approval.



Figure 17

12. Click the Home page image on the top left of the screen to go back to home page.

'Open' Pending Request

Approval user can open requests that are pending at his desk for approval. To open a pending request, approver should perform the following steps.

1. Login with a valid login name and password of an approval user for Employment Release Transfer service
2. Click the link "Employment Release Transfer"
3. On the next screen click the link "Approver"

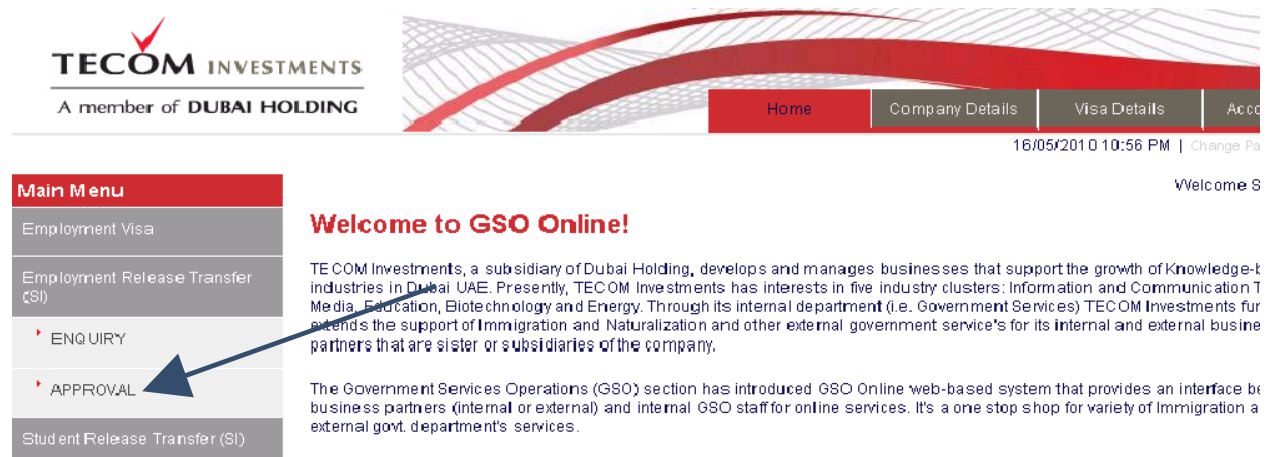


Figure 18

4. On the next screen, under the Approval user menu, click "Pending Request (s)".



Figure 19

5. If there are any sanctions on the company, it will be displayed and click 'Yes' button to proceed. If there are no sanctions, system shows pending request(s).



Figure 20

The system then shows a list of pending requests in the system.



TECOM INVESTMENTS
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Home | Company Details | Visa Details | Account D

15/05/2010 05:38 PM | Change Password

User Advanced Search Result

Service No	Full Name	Passport No	Nationality	Job Title	Date Of Birth	Description
3521	UUU UUU UUU	888888	Uganda	ACTOR	12-Jun-1976	Entered Awaiting Approval
3523	ASHRAF MOHAMMED BASH...	7676767676	Denmark	ACTOR	12-Jun-1978	Approved, Awaiting Payment

2 Records Found. Page 1

Figure 58

- Click on the desired pending request. If there are any sanctions or warnings on the service request, it will be shown again. Click 'Yes' to proceed.

Note: In step 5, the sanctions were at the company level, here the sanctions and warnings displayed are at the service request level. If there are no sanctions/warnings, or the service request is in status Verified/Special Request Approved/Awaiting Payment then service request opens in edit mode.

Note: If there is only one request in the pending list, and user clicks on the pending request link in step 5, the system will not display the pending list but will open the request directly.

If there are any sanctions at company level as well as at service request level, both sanctions/warnings will be displayed separate.

- Service request form opens for editing.

Home | Company Details | Visa Details | Account Details

17/05/2010 10:07 PM | [Change Password](#)

Employee Release Transfer

Fields marked with * are mandatory.

*Residence Permit Priority: ☒ Normal ☐ Urgent ☐ Express

*Is the person transferring from Govt. or Dependent? ☒ Government Transfer ☐ Dependent Transfer

*Medical Check up is Mandatory to process residence Visa, you need to process same through GSO? ☐ Yes ☒ No

Do you want applicant to be the Representative (PRO) of your Company? ☐ Yes ☒ No

*Do you want to process e-Gate card? ☐ Yes ☒ No

Full Name (As Per Passport) including surname: Mr ASWIN KUMAR SRINIA photo [Browse...](#)

Full Name Arabic (As Per Passport):

*Passport Copy with Residence Visa Page: [Browse...](#) [Add Another Attachment](#) [Remove Attachment](#) [Passport Copy](#)

*Place, Country, and Date of issue: (DD-MON-YYYY) UBU Ukraine 12-JUN-1962

*Passport Expiry (DD-MON-YYYY): 12-JUN-2020

*Permanent (Native) Address: BOMBAY, INDIA.

*Applicant Mobile Number: 050 9000000

Additional Information from GSO: NA

Additional Information from GSO (Attachment):

Additional Information for GSO:

Collection and Delivery Info:

*Mobile Number: 050 9767998

*Location: OFFICE NO. 14 DHC 14

[Submit](#)

Figure 59

Enquiry User

User with enquiry privilege can search for SRs (service requests), to know the history and status of a service request. The user can view the entire transaction history of the service requests through this responsibility.

Search for a request

1. Login with a valid login name and password for an approval user
2. Click the link "Employment Release Transfer"
3. On the next screen click the link "Enquiry"

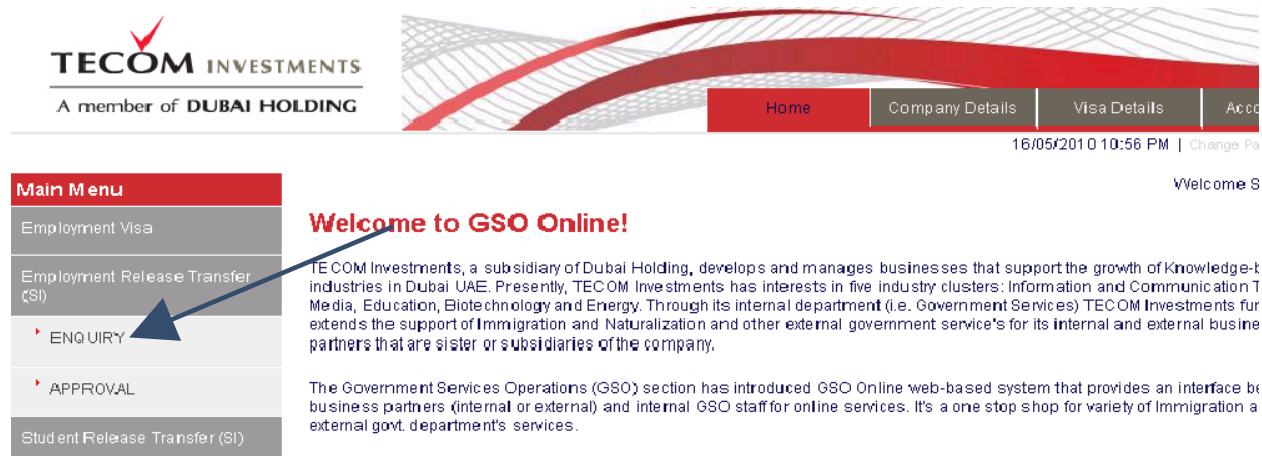


Figure 60

- On the next screen, enter the service request number you wish to enquire and click search button.

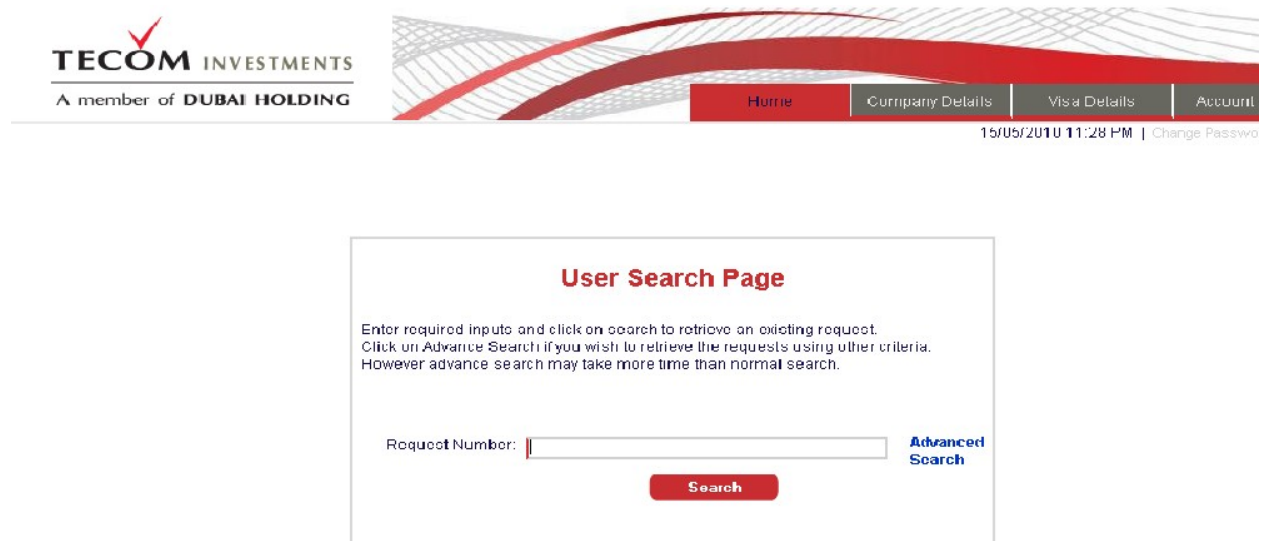


Figure 61

5. The request is opened in read only mode, displaying all the information.



Figure 62

Enquiry using Advance Search Option

The user with 'Enquiry' right/responsibility can also search for a request using Advanced Search option.

1. Login with a user that has enquiry rights
2. Click the link "Employment Release Transfer"
3. Click on the link "Enquiry"



Figure 63

4. On the next screen, click Advance Search link



User Search Page

Enter required inputs and click on search to retrieve an existing request.
Click on Advance Search if you wish to retrieve the requests using other criteria.
However advance search may take more time than normal search.

Request Number:

[Advanced Search](#)

Figure 64


5. Enter the search criteria and click search button. All the requests matching the search criteria will be listed.



User Search Page

Applicant Name: [Normal Search](#)

Passport Number:

Date of Birth: 

Job Title:

Application Status:

Figure 65



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Home | Company Details | Visa Details | Account D

15/05/2010 05:38 PM | [Change Password](#)

User Advanced Search Result

Service No	Full Name	Passport No	Nationality	Job Title	Date Of Birth	Description
3521	UUU UUU UUU	888888	Uganda	ACTOR	12-Jun-1976	Entered Awaiting Approval
3523	ASHRAF MOHAMMED BASH...	7676767676	Denmark	ACTOR	12-Jun-1978	Approved, Awaiting Payment

2 Records Found. Page 1

Figure 66

- Click on the desired request to open the request for enquiry. If there is only one request that matches your search criteria then the request will open in read only mode without showing the advanced search result list.
- The request opens in read only mode, displaying all the information.



Figure 67

8. Click on home page icon to go to the main page.

Payment via Smart Card

A user with approval privilege of an external company can also pay for a service request via smart card (credit card) option. When the system shows the pay option to the user, the Pay drop down box has an option for "Smart Card".

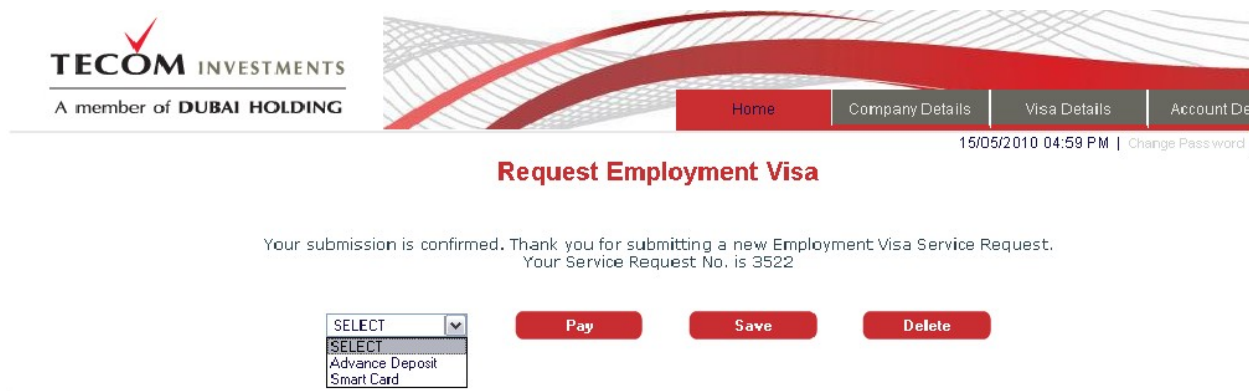


Figure 68

1. Select the smart card option and click the pay button as shown in the above figure.
2. System will ask for confirmation and display the amount and transaction ID, press confirm button.

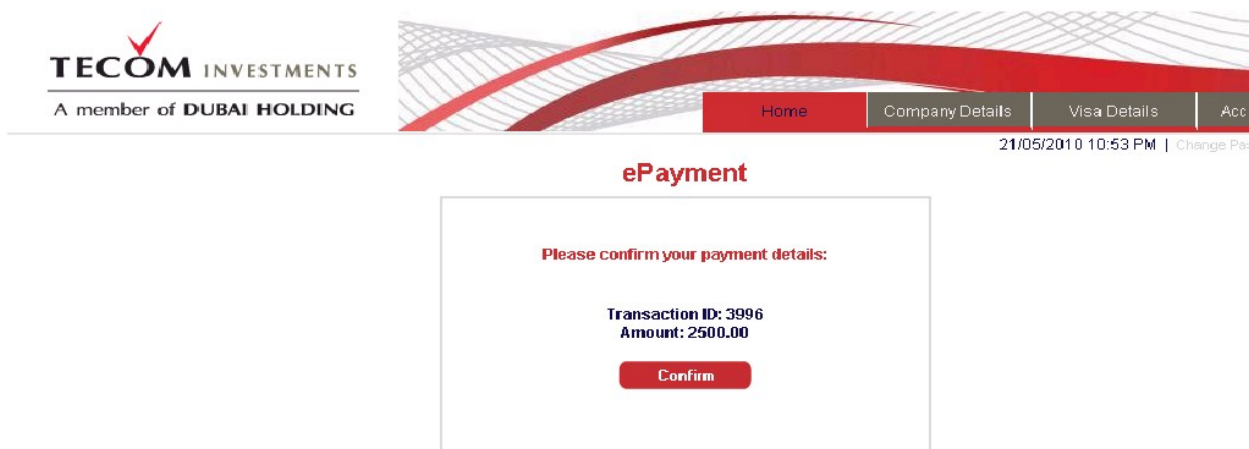


Figure 69

- The system redirects to the third party e-payment gateway. Verify the amount and press Pay button.

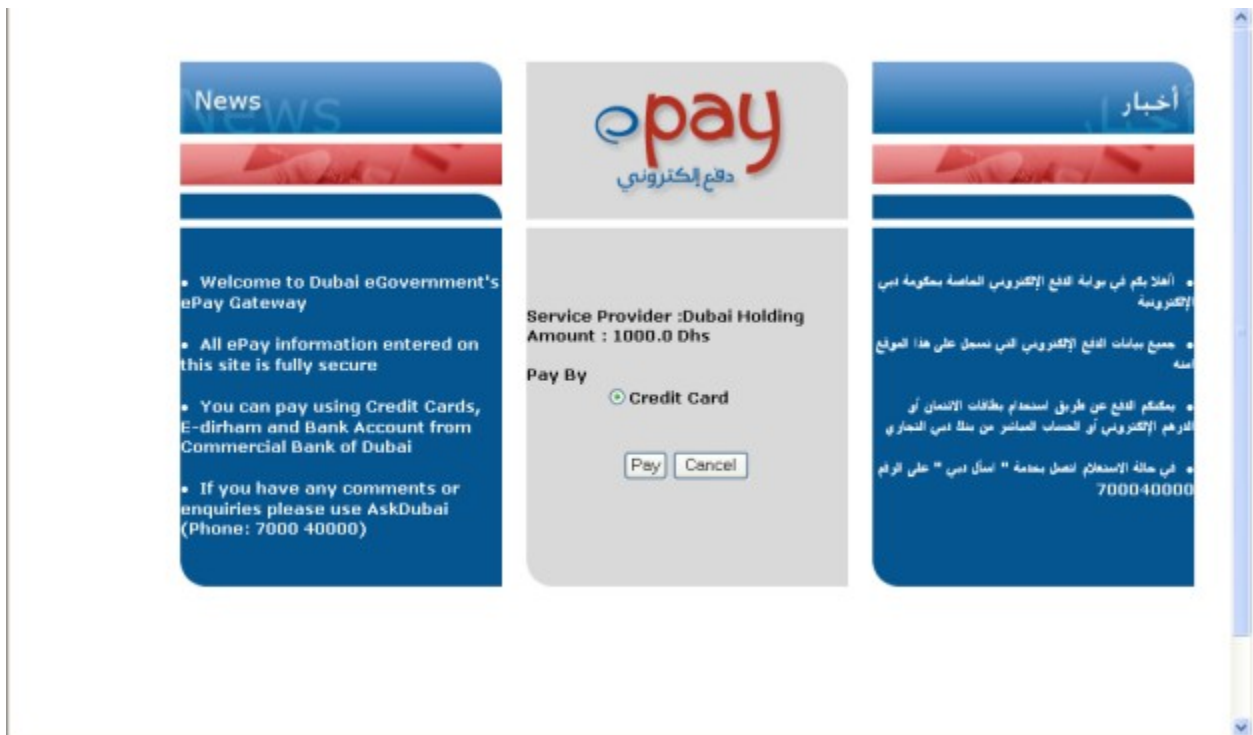
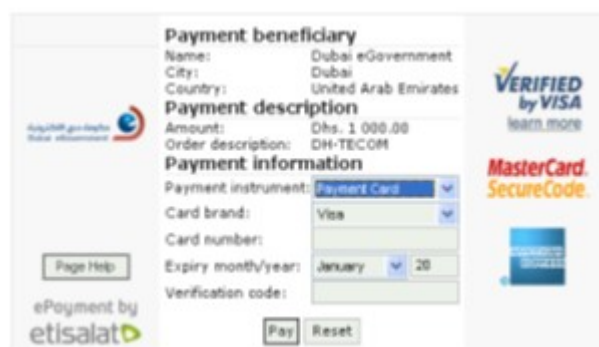


Figure 70

- Enter the smart card details and click pay button.

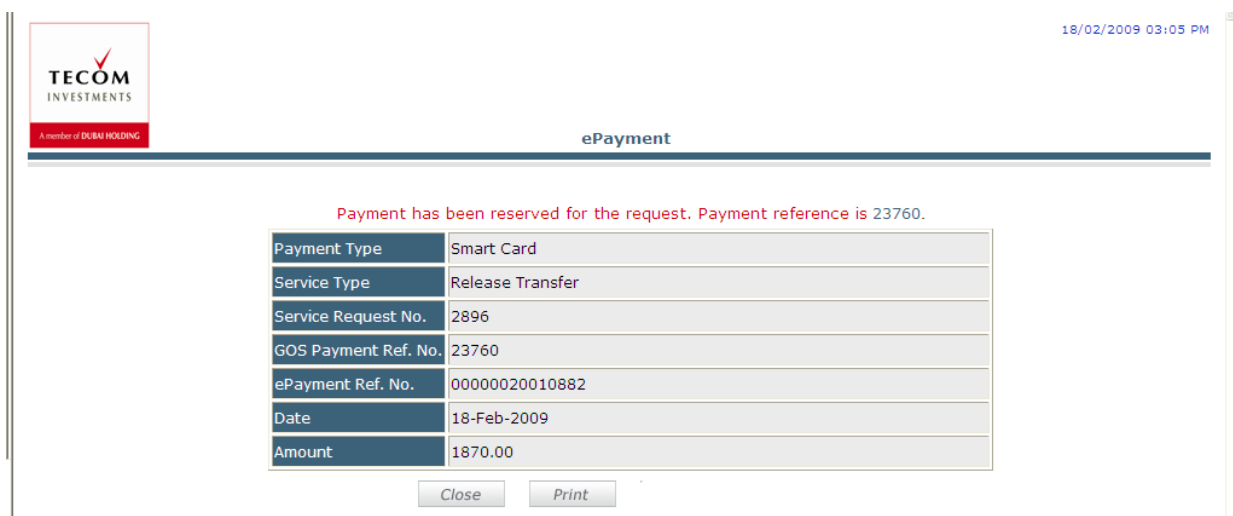


The screenshot shows the ePayment by etisalat form with the following fields:

- Payment beneficiary:**
 - Name: Dubai eGovernment
 - City: Dubai
 - Country: United Arab Emirates
- Payment description:**
 - Amount: Dhs. 1 000.00
 - Order description: DH-TECOM
- Payment information:**
 - Payment instrument:
 - Card brand:
 - Card number:
 - Expiry month/year:
 - Verification code:
- Buttons:** Page Help, Pay, Reset
- Logos:** etisalat, VERIFIED by VISA, MasterCard SecureCode

Figure 71

5. If payment is successful, payment receipt is shown. Click the home icon on top left to go back to the main page.



18/02/2009 03:05 PM

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ePayment

Payment has been reserved for the request. Payment reference is 23760.

Payment Type	Smart Card
Service Type	Release Transfer
Service Request No.	2896
GOS Payment Ref. No.	23760
ePayment Ref. No.	00000020010882
Date	18-Feb-2009
Amount	1870.00

[Close](#) [Print](#)

Figure 72

Medical Appointment Schedule/Reschedule

Approval user can also schedule/reschedule a medical appointment from GSO Online system.

1. Login with a valid login name and password for an approval user
2. Click the link "Schedule/Reschedule Medical Appointment"



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Home Company Details Visa Details Account

18/05/2010 08:59 AM | Change Password

Welcome.

Main Menu

- Employment Visa
- Employee arrival Intimation
- Employment Release Transfer (SI)
- Visit Visa
- Student Visa
- Service Request Enquiry
- Schedule/Reschedule Medical Appointment (A)
- Reprint Medical Appointment (A)
- User Management

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Features

The scope of this manual includes the following features and functionalities that are discussed in the document.

- User Registration
- Data Entry User Completes the Service Request form.
- Data Entry User searches and completes Employment Visa Service Request Form.
- Approval User completes new Employment Visa Service Request Form.
- Completing Payment for Employment Visa Service Request for External Client.
- Saving Employment Visa Service Request form in the System.

Figure 74

3. On the Reschedule medical appointment screen, enter the SR No. for which you wish to reschedule medical appointment and click search button.



Reschedule Medical Appointment

Enter the request number for the medical appointment you want to reschedule. Click on Advance Search if you wish to retrieve the requests using other criteria. If you don't remember the request number, you can use the advance search to find it.

Request Number:

[Advanced Search](#)

Figure 75

4. The reschedule medical form appears with the data from the service request number provided.

Reschedule Medical Appointment



SR Number: 3485
Full Name: MOHAMMED ANAS SALEM
Date Of Birth: 01-JAN-1970
Nationality Present: Egypt
Residence Permit Priority: URGENT
Job Title: A SECRETARY-GENERAL
Company Name: The British University in Dubai
Passport Number: JH5438765
PRO Mobile No.:
PRO Email:
Date: 
Location: 
Time: **Reschedule**
Document Status: Online

Figure 76

5. Select date and Location for the rescheduled appointment
6. Click on the Reschedule link for time. The available time slots for the medical test will appear in another window. Select the appropriate time slot and press submit button.

**Medical Appointment Available Slots
on 11-Aug-2008**

<input type="radio"/> 09:00 AM	<input type="radio"/> 11:25 AM	<input type="radio"/> 02:50 PM	<input type="radio"/> 05:15 PM
<input type="radio"/> 09:05 AM	<input type="radio"/> 11:30 AM	<input type="radio"/> 02:55 PM	<input type="radio"/> 05:20 PM
<input type="radio"/> 09:10 AM	<input type="radio"/> 11:35 AM	<input type="radio"/> 03:00 PM	<input type="radio"/> 05:25 PM
<input type="radio"/> 09:15 AM	<input type="radio"/> 11:40 AM	<input type="radio"/> 03:05 PM	<input type="radio"/> 05:30 PM
<input type="radio"/> 09:20 AM	<input type="radio"/> 11:45 AM	<input type="radio"/> 03:10 PM	<input type="radio"/> 05:35 PM
<input type="radio"/> 09:25 AM	<input type="radio"/> 11:50 AM	<input type="radio"/> 03:15 PM	<input type="radio"/> 05:40 PM
<input type="radio"/> 09:30 AM	<input type="radio"/> 11:55 AM	<input type="radio"/> 03:20 PM	<input type="radio"/> 05:45 PM
<input type="radio"/> 09:35 AM	<input type="radio"/> 12:00 PM	<input type="radio"/> 03:25 PM	<input type="radio"/> 05:50 PM
<input type="radio"/> 09:40 AM	<input type="radio"/> 12:05 PM	<input type="radio"/> 03:30 PM	<input type="radio"/> 05:55 PM
<input type="radio"/> 09:45 AM	<input type="radio"/> 12:10 PM	<input type="radio"/> 03:35 PM	<input type="radio"/> 06:00 PM
<input type="radio"/> 09:50 AM	<input type="radio"/> 12:15 PM	<input type="radio"/> 03:40 PM	<input type="radio"/> 06:05 PM
<input type="radio"/> 09:55 AM	<input type="radio"/> 12:20 PM	<input type="radio"/> 03:45 PM	<input type="radio"/> 06:10 PM
<input type="radio"/> 10:00 AM	<input type="radio"/> 12:25 PM	<input type="radio"/> 03:50 PM	<input type="radio"/> 06:15 PM
<input type="radio"/> 10:05 AM	<input type="radio"/> 12:30 PM	<input type="radio"/> 03:55 PM	<input type="radio"/> 06:20 PM
<input type="radio"/> 10:10 AM	<input type="radio"/> 12:35 PM	<input type="radio"/> 04:00 PM	<input type="radio"/> 06:25 PM
<input type="radio"/> 10:15 AM	<input type="radio"/> 12:40 PM	<input type="radio"/> 04:05 PM	<input type="radio"/> 06:30 PM
<input type="radio"/> 10:20 AM	<input type="radio"/> 12:45 PM	<input type="radio"/> 04:10 PM	<input type="radio"/> 06:35 PM
<input type="radio"/> 10:25 AM	<input type="radio"/> 12:50 PM	<input type="radio"/> 04:15 PM	<input type="radio"/> 06:40 PM
<input type="radio"/> 10:30 AM	<input type="radio"/> 12:55 PM	<input type="radio"/> 04:20 PM	<input type="radio"/> 06:45 PM
<input type="radio"/> 10:35 AM	<input type="radio"/> 02:00 PM	<input type="radio"/> 04:25 PM	<input type="radio"/> 06:50 PM
<input type="radio"/> 10:40 AM	<input type="radio"/> 02:05 PM	<input type="radio"/> 04:30 PM	<input type="radio"/> 06:55 PM
<input type="radio"/> 10:45 AM	<input type="radio"/> 02:10 PM	<input type="radio"/> 04:35 PM	<input type="radio"/> 07:00 PM
<input type="radio"/> 10:50 AM	<input type="radio"/> 02:15 PM	<input type="radio"/> 04:40 PM	<input type="radio"/> 07:05 PM
<input type="radio"/> 10:55 AM	<input type="radio"/> 02:20 PM	<input type="radio"/> 04:45 PM	<input type="radio"/> 07:10 PM
<input type="radio"/> 11:00 AM	<input type="radio"/> 02:25 PM	<input type="radio"/> 04:50 PM	<input type="radio"/> 07:15 PM
<input type="radio"/> 11:05 AM	<input type="radio"/> 02:30 PM	<input type="radio"/> 04:55 PM	<input type="radio"/> 07:20 PM
<input type="radio"/> 11:10 AM	<input type="radio"/> 02:35 PM	<input type="radio"/> 05:00 PM	<input type="radio"/> 07:25 PM
<input type="radio"/> 11:15 AM	<input type="radio"/> 02:40 PM	<input type="radio"/> 05:05 PM	<input type="radio"/> 07:30 PM
<input type="radio"/> 11:20 AM	<input type="radio"/> 02:45 PM	<input type="radio"/> 05:10 PM	<input type="radio"/> 07:35 PM

Figure 21

This window will close and user will be directed back to the medical rescheduling form.

- The Appointment Reschedule count field in the form shows the number of times SR (service request) is rescheduled for medical. If a medical appointment is rescheduled for the second time, a payment of 50 AED is deducted via smart card or advance deposit for external company.



Medical Appointment Reschedule Charge Payment

Reschedule Charge :50

Advance Deposit

SELECT

Advance Deposit

Smart Card

Figure 78

8. After successful payment, a receipt is shown.



18/02/2009 03:13 PM

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User Payment Reservation Request - Receipt

Payment has been reserved for the request. The payment reference is 7148.

Payment Type	Advanced Deposit Payment
Payment Ref. No.	7148
Date	18-Feb-2009
Service Type	Employee Release Transfer
Charge Description	- Egate Residence Permit - Medical Check Up-Medical Fitness -ID Card
Total Amount	1870.00
Deposit Amount	227460.00
Current Deposit Balance	225590.00

SR #	Employee Name	Passport #	Nationality	Charges	Priority
2896	Mr. JSHDHD KSDKIEWOWE UWIESDKMJSDK	KJSKDJS980	Jamaica	1870.00	- Residence Permit Urgent

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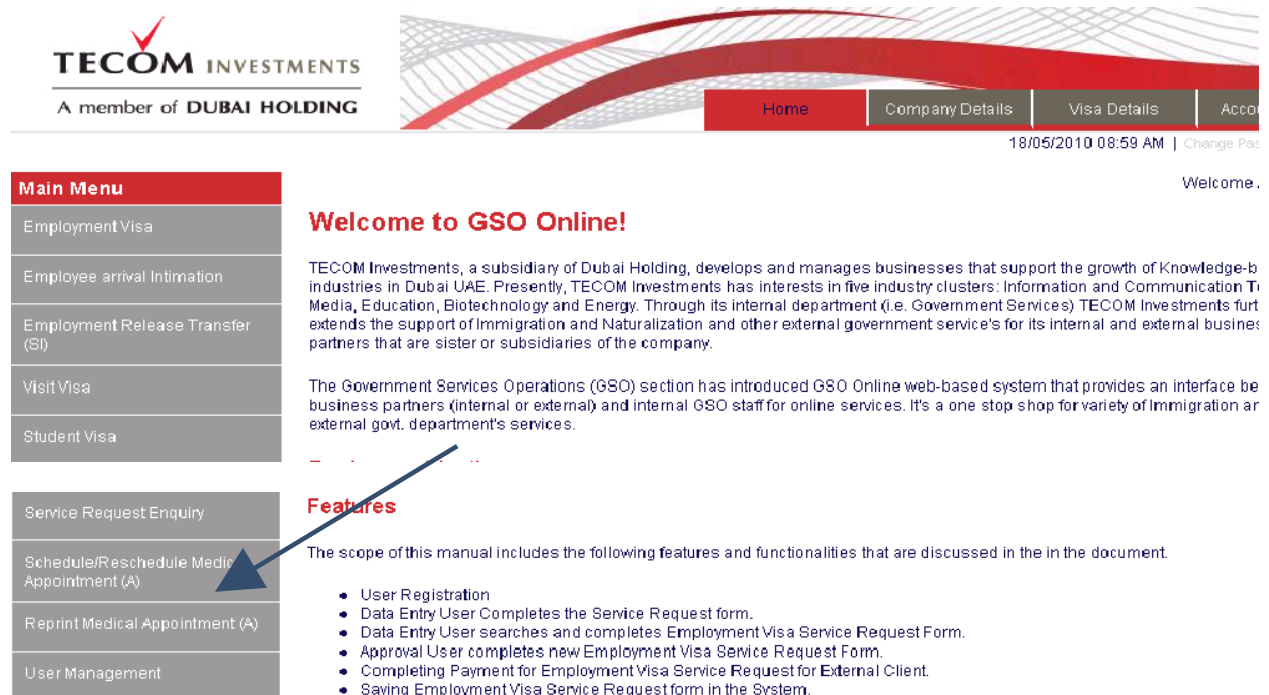
Figure 79

9. Click on the Print medical appointment button to see the medical appointment form in pdf format. This form should be printed and submitted to the clinic along with medical registration form while appearing for the medical checkup.
10. Click on the home icon on top left to go to main page.

Reprint Medical Appointment

An approval user can reprint the medical appointment service request form.

1. Login with a valid login name and password of an approval user
2. Click the link "Reprint Medical Appointment"



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Home | Company Details | Visa Details | Account

18/05/2010 08:59 AM | Change Password

Welcome.

Main Menu

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- Completing Payment for Employment Visa Service Request for External Client.
- Saving Employment Visa Service Request form in the System.

Figure 22

3. On the reprint medical appointment screen, enter the online service request number for which the user requires to reprint medical appointment form and click search button.



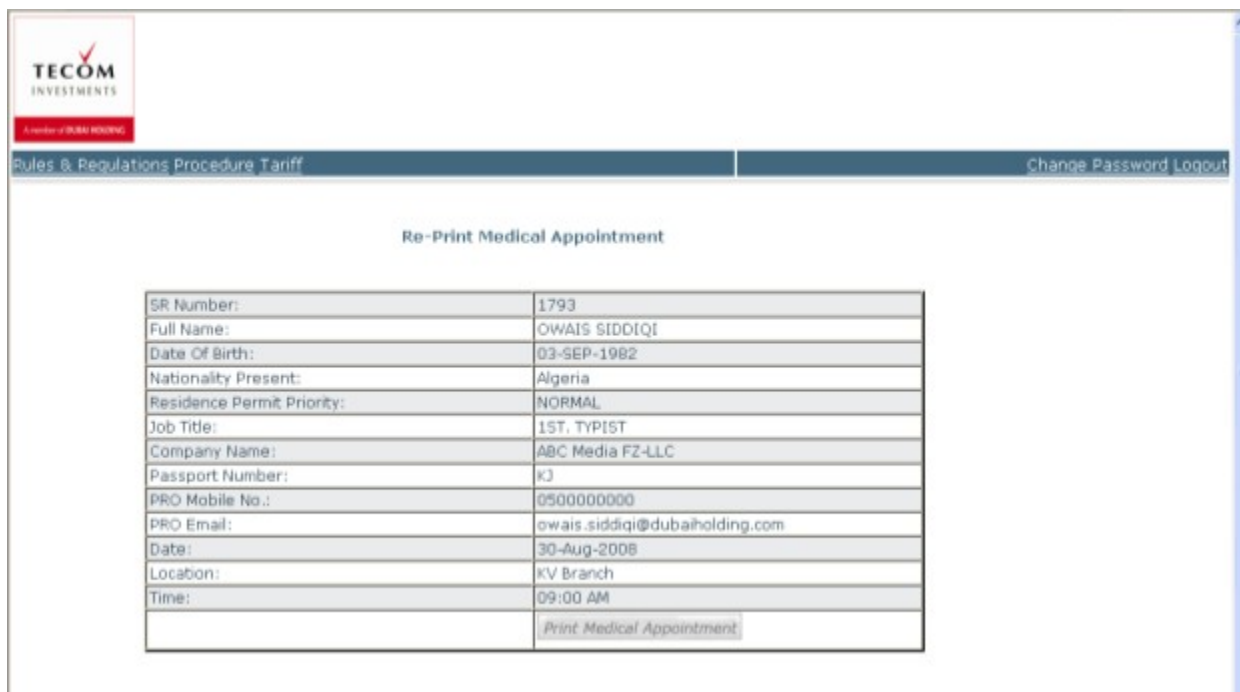
Re-Print Medical Appointment

Enter the required inputs in the search to retrieve and print an existing Medical Appointment Request.

Service Request Number:

Figure 23

4. On reprint medical appointment form, click print medical appointment button



The screenshot displays the 'Re-Print Medical Appointment' form within the GSO Online Client User manual interface. The form is titled 'Re-Print Medical Appointment' and contains a table with the following data:

Field	Value
SR Number:	1793
Full Name:	OWAIS SIDDIQI
Date Of Birth:	03-SEP-1982
Nationality Present:	Algeria
Residence Permit Priority:	NORMAL
Job Title:	1ST. TYPIST
Company Name:	ABC Media FZ-LLC
Passport Number:	KJ
PRO Mobile No.:	0500000000
PRO Email:	owais.siddiqi@dubaiholding.com
Date:	30-Aug-2008
Location:	KV Branch
Time:	09:00 AM
	Print Medical Appointment

Figure 24

5. A new window opens up displaying the medical appointment form in pdf format. On pdf form press 'Ctrl+P' from your keyboard to open the print dialog box to print the medical appointment form.

Top-Up Advance Deposit

A user with approval privilege can top up advance deposit through GSO online using a smart card.

1. Login with the valid login name and password of an approval user
2. Click the link "Top Up Advance Deposit"



TECOM INVESTMENTS
A member of DUBAI HOLDING

Home Company Details Visa Details Account

19/05/2010 08:49 PM | Change Password

Welcome Al

Main Menu

- Employment Visa
- Employee arrival Intimation
- Employment Release Transfer (SI)
- Visit Visa
- Student Visa
- Visa Cancellation
- Sponsor Letters
- Update Attributes
- Top up Bank Guarantee
- Top up Advance Deposit
- Service Request Enquiry

Welcome to GSO Online! BITS Pilani - Dubai Branch Campus

TECOM Investments, a subsidiary of Dubai Holding, develops and manages businesses that support the growth of Knowledge-based industries in Dubai UAE. Presently, TECOM Investments has interests in five industry clusters: Information and Communication Technology, Media, Education, Biotechnology and Energy. Through its internal department (i.e. Government Services) TECOM Investments further extends the support of Immigration and Naturalization and other external government services for its internal and external business partners that are sister or subsidiaries of the company.

The Government Services Operations (GSO) section has introduced GSO Online web-based system that provides an interface between business partners (internal or external) and internal GSO staff for online services. It's a one stop shop for variety of Immigration and external govt. department's services.

- Process Online Service Requests for Employment Visa Service (Entry Permit and Residence Permit).
- Process Online Service Request through client and back-office approvals before entering into existing back-office system for completion of tasks.
- Provide complete information to business partners if any sanctions/warnings exist before they can apply for any type of online services.
- Provide multiple options for payment of online service requests to the business partners.
- Provide refunding of payment to business partners in case online service request not approved by back-office staff.
- Provide a streamlined communication with partners via email and sms for status updates of online service requests.
- Provide a complete 360 view to partners for actual number of eligible employment, and visit visa allocations and other company information.
- Provide a complete view and amount top-up functionality to business partners where they can top-up their Bank Guarantee and Advance Deposit Amount.

Features

Figure 25

- Click on Top up Advance Deposit link
- Click OK on the alert message

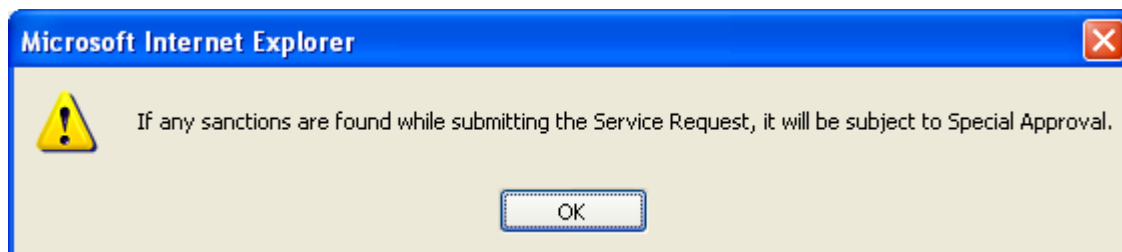


Figure 26

5. Enter top up amount and click submit. The amount should be in multiples of 5, e.g. 500, 1550, etc.

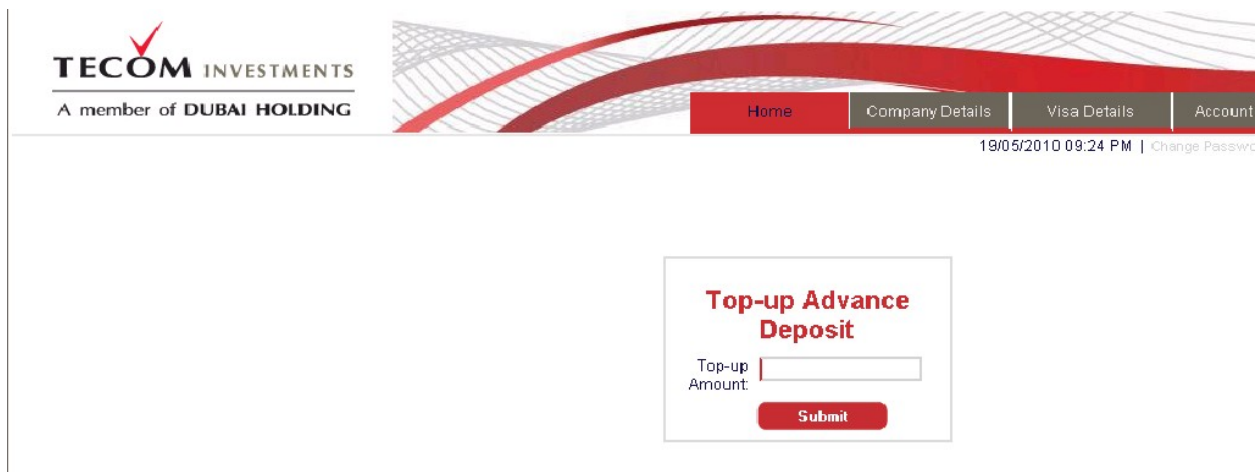


Figure 27

6. The system redirects to the third party payment gateway as explained in section "[Payment via Smart Card](#)".
7. After successful top up, verify the amount. Go to home page and click the 'Account Details'.



Main Menu

- Employment Visa
- Employee arrival Intimation
- Employment Release Transfer (SI)
- Visit Visa
- Student Visa
- Student Arrival Intimation

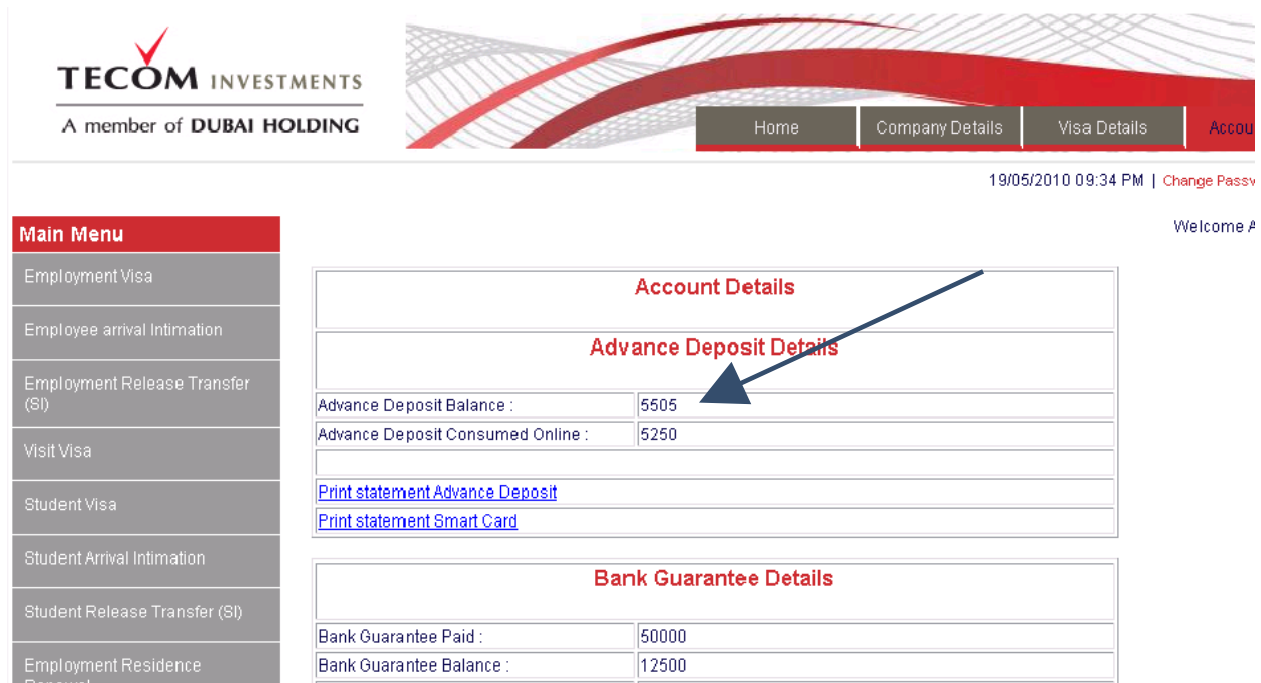
Welcome to GSO Online!

TECOM Investments, a subsidiary of Dubai Holding, develops and manages businesses that support the growth of Knowledge-base industries in Dubai UAE. Presently, TECOM Investments has interests in five industry clusters: Information and Communication Technology, Media, Education, Biotechnology and Energy. Through its internal department (i.e. Government Services) TECOM Investments further extends the support of Immigration and Naturalization and other external government service's for its internal and external business partners that are sister or subsidiaries of the company.

The Government Services Operations (GSO) section has introduced GSO Online web-based system that provides an interface between business partners (internal or external) and internal GSO staff for online services. It's a one stop shop for variety of Immigration and other external govt. department's services.

Business objectives

Figure 28



TECOM INVESTMENTS
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Home Company Details Visa Details Account

19/05/2010 09:34 PM | [Change Passv](#)

Welcome #

Main Menu

- Employment Visa
- Employee arrival Intimation
- Employment Release Transfer (SI)
- Visit Visa
- Student Visa
- Student Arrival Intimation
- Student Release Transfer (SI)
- Employment Residence

Account Details

Advance Deposit Details

Advance Deposit Balance :	5505
Advance Deposit Consumed Online :	5250

[Print statement Advance Deposit](#)

[Print statement Smart Card](#)

Bank Guarantee Details

Bank Guarantee Paid :	50000
Bank Guarantee Balance :	12500

Figure 29

- The "Advanced Deposit Balance" field should be added with the top up amount.

Top-Up Bank Guarantee

A user with Approval privilege can top up the bank guarantee through GSO online using a smart card.

- Login with the valid username and password of an approval user

2. Click the link "Account Details"



Figure 30

3. Click OK on the alert message

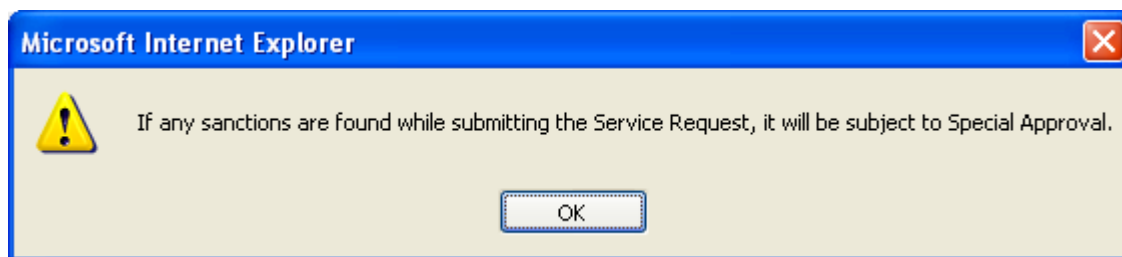


Figure 31

4. Enter top up amount and click submit. The amount should be in multiples of 2500, minimum amount allowed is 2500 AED.



Top-up Bank Guarantee

Top-up Amount:

Submit

Figure 32

- The system redirects to the third party payment gateway as explained in section "[Payment via Smart Card](#)".
- After successful top up, verify the amount. Go to home page and click the "Account Details" link

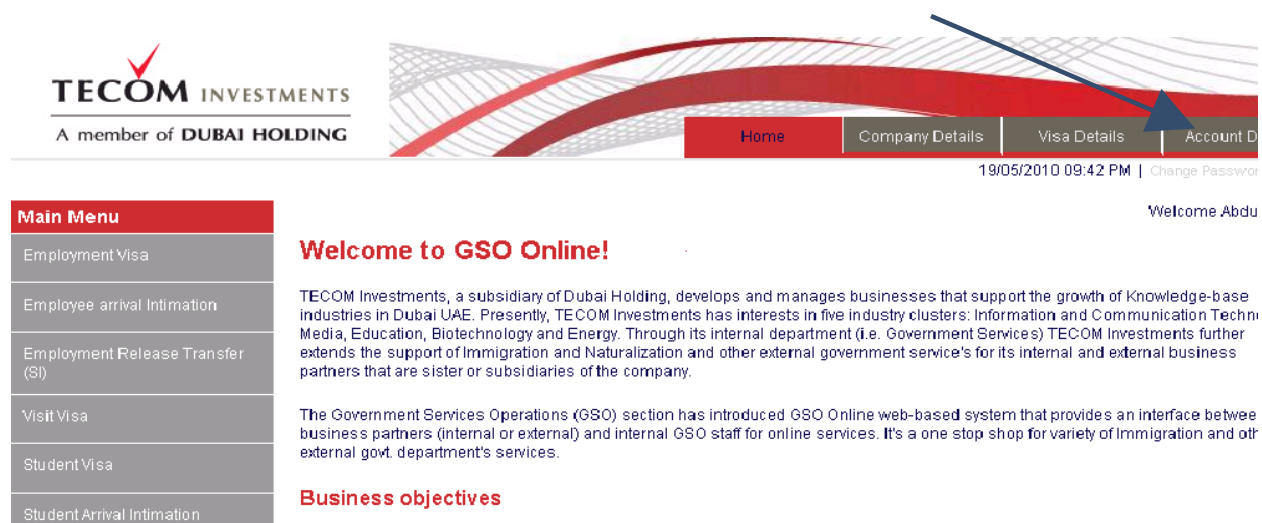
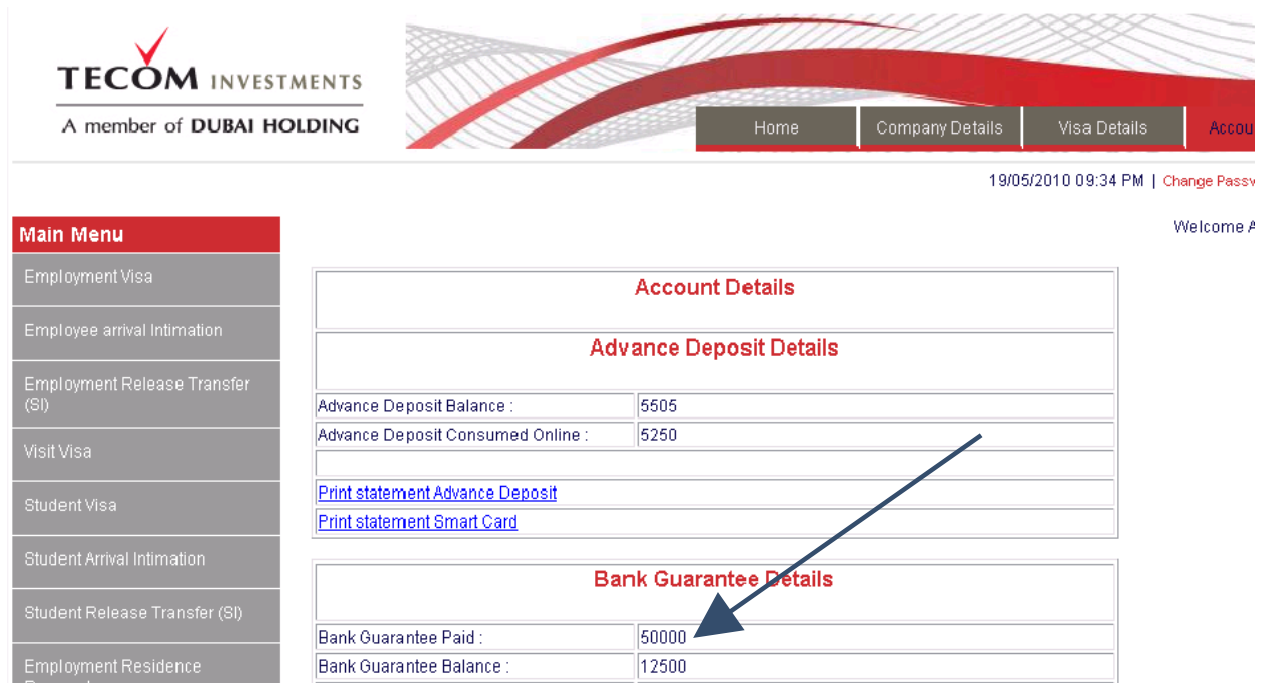


Figure 33



TECOM INVESTMENTS
A member of DUBAI HOLDING

Home | Company Details | Visa Details | Account

19/05/2010 09:34 PM | [Change Password](#) | Welcome #

Main Menu

- Employment Visa
- Employee arrival Intimation
- Employment Release Transfer (SI)
- Visit Visa
- Student Visa
- Student Arrival Intimation
- Student Release Transfer (SI)
- Employment Residence Renewal

Account Details

Advance Deposit Details

Advance Deposit Balance :	5505
Advance Deposit Consumed Online :	5250

[Print statement Advance Deposit](#)
[Print statement Smart Card](#)

Bank Guarantee Details

Bank Guarantee Paid :	50000
Bank Guarantee Balance :	12500

Figure 34

7. The "Bank Guarantee Balance" and "Bank Guarantee Paid" fields should reflect the top up amount.
